

TCT_{Mobile}

Service Manual

B10C/OT-565

*With main display and sub-LCD display
2G GPRS entry multimedia clamshell handset*

1. Products presentation

2. Maintenance guide



Note: this manual is non-contractual and TCT can modify without prior notice the characteristics of described equipments.

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:1

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ED	1.0	B10C/OT-565(A) SERVICE MANUAL		
TCT mobile phones				Page:2

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CONTENT

1 - PRODUCTS PRESENTATION	5
1.1 - LEVEL 1 REPAIR PROCESS.....	5
1.2 - GENERAL PRODUCT PRESENTATION	6
1.3 - PORTABLE STICKERS.....	7
1.4 - LEVEL 1 SPARE PART LIST.....	8
1.5 - ACCESSORIES LIST.....	9
1.5.1 - BATTERY	9
1.5.2 - CHARGERS.....	10
1.5.3 - HEADSET	10
2 - MAINTENANCE GUIDE.....	12
2.1 - L1 MAINTENANCE POLICY	12
2.2 - GENERAL	12
2.3 - CELLPHONE MAINTENANCE	12
2.3.1 - REQUIRED TOOLS	12
2.3.2 - INVOICE CHECK	13
2.3.3 - IMEI CHECK	13
2.3.4 - Label CHECK.....	13
2.3.5 - VISUAL INSPECTION	14
2.3.6 - ACCESSORIES CHECK.....	14
2.4 - FUNCTION RETEST PROCEDURE	15
2.5 - ACCESSORY INSPECTION & REPLACING.....	16
2.5.1 - PRELIMINARY	16
2.5.2 - PRECAUTIONS	16
2.5.3 - BATTERY TEST.....	17
2.5.4 - CHARGER TEST.....	18
2.6 - TOOLS APPLICATION GUIDE	19
2.6.1 - COLONING TOOL.....	19
2.6.2 - Software Upgrade Tool	21

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:3

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List of figures

Figure 1.1 Portable Stickers	7
Figure 1.2 L1 Spare Part Assembly	8
Figure 1.3 Battery Presentation (Lithium 650 mAh)	9
Figure 1.4 Description to the Charger.....	10
Figure 1.5 USB Charger	10
Figure 1.6 Stereo Headset.....	11
Figure 2.1 Humidity Sticker	14
Figure 2.2 Protections against Electrostatic Discharges	17
Figure 2.3 Current Meter	19
Figure 2.4 Connection Diagram.....	19

List of tables

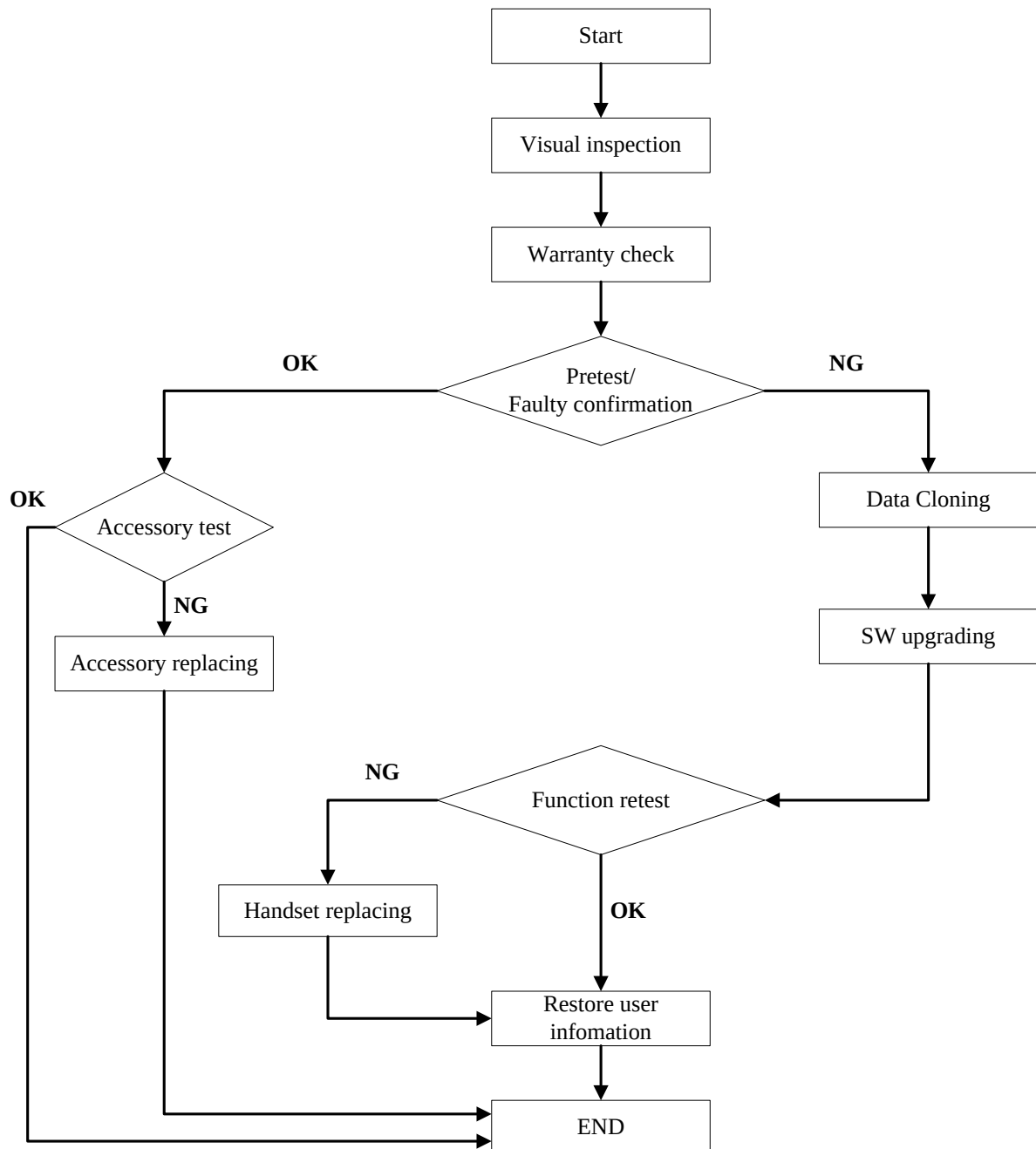
Table 1.1 BATTERY FEATURES	9
Table 1.2 BATTERY RATED RANGES.....	9
Table 1.3 TYPICAL CHARGE TIME	9
Table 2.1 Battery Charge Status on the Cell Phone	17
Table 2.2 Battery Typical Charge Time.....	18

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:4

CHAPTER 1

1 - PRODUCTS PRESENTATION

1.1 - LEVEL 1 REPAIR PROCESS



1.2 - GENERAL PRODUCT PRESENTATION

B10C/OT-565 is a clamshell phone with BT/Java/MP3/WAP etc functions, supporting external memory card up to 4G, It can work with the GSM dual band EU (900/1800), US (850/1900) and 2G-GPRS.

They detail features as following:

Design	Terminal Form Factor	Clam
	Dimensions (x, y, z)	96x46.8x16.75mm
	Weight	69.6g
Bearer	Bearer	2G - GPRS
	GSM bands - Please state which bands are supported	GSM Dual Band (900/1800) EU, GSM Dual Band (850/1900) US
	GPRS Class	Class 10
	FM or DAB Radio (please specify)	FM Radio (incl. RDS)
Input	Navigation	5 way navigation (4+ centre click)
	Qwerty Keypad	No
	Predictive Text	Yes Zi
	Hard keys (e.g. volume control, navigation)	1 Side key
Connectivity	Bluetooth support	BT 2.0
	USB	Mini USB only for charge, earphone
Display	Main display color space	65K
	Main Display dimension (Diagonal physical size)	1.77
	Main display resolution	128*160
	Main display technology	TFT
Camera	Still image capture resolution	0.3
Memory	Internal user available memory	2MB
	External memory card supported	Up to 2GB
	Phone book entries	800 entries
	SMS	200 in SIM, 500 in product memory
	MMS	100
	Calendar	50
Battery	Battery capacity (mAh)	650
	Standby time (hours) - Paging 5	500
	Voice talk time (Pmin with 50% DTX)	7hrs
	Music playback time (RF standby mode)	11hrs
Format support	Audio	MIDI,WAV,SP-MIDI,ADPCM,AMR,MP3
	Image	BMP, JPEG, GIF, Animated GIF

1.3 - PORTABLE STICKERS

Labels are located on the back of the handset:

ZONE 14		ZONE 15		ZONE 16		
ZONE 13						
ZONE 17						
ZONE 11		ZONE 1		ZONE 2		
		ZONE 18	ZONE 3	ZONE 4	ZONE 5	ZONE 12
		ZONE 6				
		ZONE 7				
		ZONE 8				
		ZONE 9				
ZONE 10						
	Model name	Commercial name	IMEI #	FCC ID number		
EU band	B10C	OT-565	35355004*****			
US band	B10CA	OT-565A	01238800 *****	RAD143		

Figure 1.1 Portable Stickers

The formation on the identification sticker is:

Zone	Variable	Signification
1	-	Type of product : XXXX
2	-	Distributor : For EMEA: TCT mobile limited For Latam TCT MOBILE For CN: 苏州 TCL 天一移动通信有限公司 GSM 双频 GPRS 功能数字移动电话机
3	DATA3	PTS='soft' techn. Release xxx
4	DATA10 or DATA 12	Short code xxxx
5	DATA2	PTM
6	-	Made In (by) ... according to made in file
7	- DATA7	Commercial Ref
8	DATA7	
9	DATA5	
10	DATA5	Full IMEI
		Bar code IMEI
11	DATA5/DATA11/DATA2/DATA3/DATA7	DATAMATRIX Code IMEI No. / INDUS. REF. / PTH(PTM) / PTS / COM. REF.
12	DATA4	Date Code xxx
13	-	FCC ID &CE logo
14	-	
15	Not used -	NOM mark
16	Not used	Special Logo
17		Bluetooth QD ID BXXXXXX
18	DATA18	Enhanced SIM Lock ("E"- Enhanced SIM Lock; "N" -NO Enhanced SIM Lock, including Normal SIM Lock and No SIM Lock;)

ED	1.0	B10C/OT-565(A) SERVICE MANUAL		
TCT mobile phones				Page:7

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1.4 - LEVEL 1 SPARE PART LIST

This picture shows all L1 spare parts for OT-565, without accessories.



Figure 1.2 L1 Spare Part Assembly

Item	DESIGNATION	REFERENCE	Qty	REMARK
1	Furnished Back Casing	BCE31F0E10C0	1	Cherry Red painting+ SUB lens
2	Furnished Main LCD Lens	BEA31F0A10C0	1	Main LCD Lens
3	Furnished Front Casing	BCG31F0C00C0	1	Dark Gray
4	Furnished Keyboard Casing	BCA31F0C00C0	1	Dark grey raw plastic
5	Furnished Frame	BCC31F0C00C0	1	Dark grey raw plastic
6	Battery Cover	BCK31F0E10C0	1	Cherry Red painting
7	Furnished Keypad, Latin version	BFA31F0AE101	1	Cherry Red PET+Rubber
8	Flip FPC hole plug	BNG31F0001C0	1	FPC hole plug
9	Screw Cap1	BNA31F0C01C0	1	PET film
	Screw Cap2	BNA31F0C02C0	1	PET film
10	Furnished side key	BFC31F0A00C0	1	P+R,Black raw material
11	Screw	T2001548AAAA	10	ST1.4x3.0,0.3P,

1.5 - ACCESSORIES LIST

1.5.1 - BATTERY



Figure 1.3 Battery Presentation (Lithium 650 mAh)

The battery has the following features:

Battery Mode	Technology	Capacity
Battery Li	Lithium	650mAh

Table 1.1 Battery Features

Table 1.2 shows the rated ranges for B10C/OT-565 cell phones in standby, in talking modes and MP3/video playing time (in flight mode). These typical values are expressed in normal temperature conditions with batteries initially charged and under good ratio coverage.

Battery range depends on the network characteristics, the ambient temperature and particularly on movements that cause cell changes.

Mode Power pack	B10C/OT-565		
	Standby (paging 5)	Talking(with Pmin*+50%DTX**)	MP3/video playing time
Power pack Lithium	500 Hours	7 Hours	11 Hours

* Pmin: minimum transmission power

** DTX: no transmission during period of silence

Table 1.2 Battery Rated Ranges

For a normally discharged battery (which has not been stored), the charge/discharge time are those indicated in table 1.3:

Mode	Typical Charge time
Power pack Lithium	Less than 3 hours

Table 1.3 Typical Charge Time

Precautions when using and storing batteries:

- If your battery is brand new, recharge it before use: the icon will then appear after a short while.

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:9

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- If the battery is deeply discharged, the battery charge indicator can take several minutes to appear and accompanied by a slight sound.

1.5.2 - CHARGERS

The power supply is a current generator.

It includes an electrical part: AC to DC conversion based on a switch regulation, which must be connected to an indoor plug.

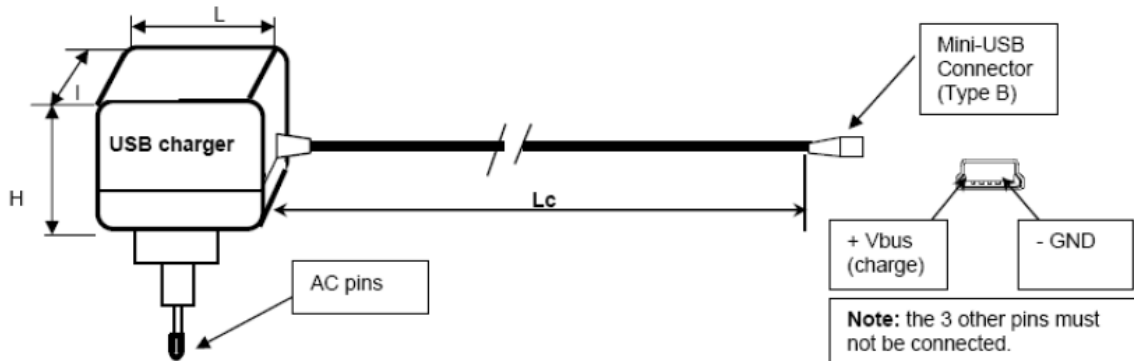


Figure 1.4 Description to the Charger

Mechanical dimensions

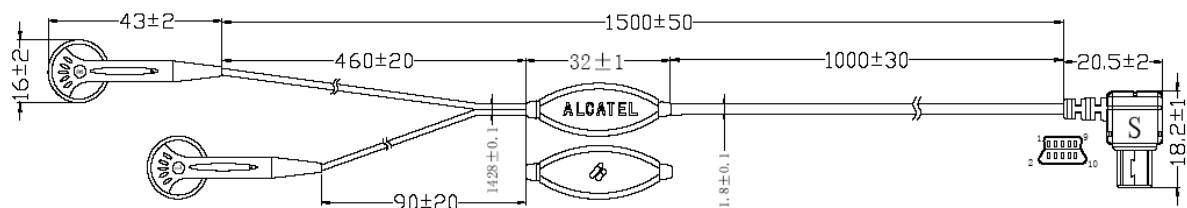
$L \times l \times H = 63.4\text{mm} \times 38.5\text{mm} \times 24\text{mm}$ $L_c = 1.2\text{m} \pm 0.1\text{m}$

Maximum Weight (total): 54g



Figure 1.5 USB Charger

1.5.3 - HEADSET



ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:10

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Figure 1.6 Stereo Headset

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:11

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CHAPTER 2

2 - MAINTENANCE GUIDE

2.1 - L1 MAINTENANCE POLICY

This chapter describes the maintenance of the B10C/OT-565 cell phones authorized at L1 repair centers. The maintenance operations can only be performed in approved repair centers.

2.2 - GENERAL

Main L1 maintenance operations are as followings:

- For handset:
 - Warranty check
 - Function test on the handset
 - SW downloading
 - Replacement of the defective handset.
- For the standard accessory (battery, charger, earphone and USB cable)
 - Warranty check
 - Functional check on it
 - Replacement of defective accessories

If you input the following codes to cell phones, you can:

Code	Description
*#06#	Display the software version and IMEI number
11223344	Unlock the phone (Super Code)
###232#	Access call duration directly (DAP Code)
*#837#	Check current software version
*#2886#	Enter Auto Test mode (refer to 2.3.7)
FAT reset	Long press # and on key

FAT reset introduction:

How to use: # + power on;

When to use: If you can not start your handset or when you start your handset, there will be something wrong with it, like can not charge or can not charge normally.

What does it do when you use FAT reset function: it will format your FAT area, and your handset will come back to factory model, everything you save or set in the handset (except SIM card) will be lost.

Before using FAT reset, please remind end users to make sure that they will accept coming back to factory model and lost all their information in his/her handset.

2.3 - CELLPHONE MAINTENANCE

2.3.1 - REQUIRED TOOLS

- Cell phone testing requires:
 - A charged battery,
 - A functional micro-SIM card.

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:12

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- We recommend the following tools:
 - A PC with OS (Windows 2000/NT/XP),
 - A multimeter for battery test,
 - A galvanometry for charger measurement,
 - A suit of screw driver

2.3.2 - INVOICE CHECK

Check warranty status of handset by POP (Proof of Purchase)

If the end user lost his POP, please consider the date code marked on commercial label as the purchasing day (the Date Code reading method is showed as below).



Note:

Coding Day	Day	Coding Month	Month	Coding Year	Year
1	1 st	E	January	O	2005
2	2 nd	F	February	P	2006
...	...	G	March	Q	2007
9	9 th	...	...	R	2008
A	10 th	O	November	S	2009
B	11 th	P	December	T	2010
...	...				
U	30 th				
V	31 st				

2.3.3 - IMEI CHECK

- Switch on the handset, enter *#06#
- The IMEI number MUST be the same with the one on the IMEI sticker. If not, it's out of warranty policy

2.3.4 - Label CHECK

If either of the 2 labels not good, the cell phone will be considered as non-warranty.

- IMEI Labels removed/ scratch or unreadable/ not approved or provided by Alcatel

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:13

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- Liquid detection on humidity sticker



sticker OK



sticker NOK

Figure 2.1 Humidity Sticker

2.3.5 - VISUAL INSPECTION

- Corrosion: corrosion on the USB connectors, SIM connectors, and other metal surfaces
- Holes (diam. > 1mm): Holes on any surface, including the front casing, furnished frame, battery cover, LCD Lens, keypad...
- Big bumps (diam. > 1mm): Bumps on any surface, including the front casing, furnished frame, battery cover, LCD Lens, keypad...
- Long scratch (length > 3mm): Scratches on any surface, including the front casing, furnished frame, battery cover, LCD Lens, keypad...
- Distortion: Bend, twisted or crushed on the h/s, cover/casing or connectors...
- Broken: LCD broken, casing/cover broken...
- Fallen off: Keypad tear off, LCD lens, connectors fallen off ...
- Gap: External physical damage relating to abnormal use, like front case and frame opened
- Others:
 - Damage caused by disassembly like wrong part assembly, lost of components
 - Use in abnormal environment like too high temperature with plastic melts

2.3.6 - ACCESSORIES CHECK

- Any use in abnormal temperature, other than the one specify in the user manual. Any evidence of plastic/casing melt
- Any mark of food or liquid around the accessory, or in the USB socket
- Any evidence of mechanical shock which damage the enclosure of the battery, charger or headset
- Any label damage or missing on the battery
- Any mark of tentative of disassembly the accessory
- Any abnormal use which create wire damage, wire broken or USB socket deformation

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:14

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2.4 - FUNCTION RETEST PROCEDURE

- Check that the SIM card is set correctly
- Insert the end-user battery.
- Power on the cell phone.
- If the cell phone can not be power on, visually check the condition of the battery connector and replace the battery if necessary (see paragraph 2.5 for battery test).
- If the cell phone asks to input NCK code, which means it is SIM locked, and can only be worked with dedicated SIM card. Use the correct SIM card.
- Enter the phone code if necessary.
- If power on OK, test step by step with the auto test code. Press *#2886# on the idle screen to start auto test.
 - a) **Check Traceability Information:**
Screen display the traceability information. If they are all right, press Pass to continue.
 - b) **LCD display test:**
The patterns are displayed on the main screen from "COLOR" pattern, "BLACK" pattern, "CHECKER" pattern, "GREY CHART" pattern, "WHITE" pattern, "MENU" pattern, "MacBeth" pattern. If they are all right, press Pass to continue.
 - c) **Sub-LCD display test:**
Display "Hello my friend!" in the sub-LCD.
Display confirm information in main LCD.
If they are all right, press Pass to continue.
 - d) **Main LCD backlight test:**
The backlight will be auto on and off, if it works all right, press Pass to continue.
 - e) **Keypad backlight test:**
Keypad backlights begin flashing, if it works all right, press Pass to continue.
 - f) **Keypad test:**
The operator presses all keys. If all keys are pressed, go to next text item automatically. Timeout is fixed to 40s.
 - g) **Vibrator test:**
Vibrator begins to work, if it works all right, press Pass to continue.
 - h) **Camera Test:**
Display the Camera Screen then go to result confirm screen. If it works all right, press Pass to continue.
 - i) **Camera Zoom Test:**
Display Camera zoom screen first. If it works all right, press Pass to continue.
 - j) **SIM card test:**
Display "testing..." during the wait of the status.
Display "Insert SD card" if no SD card inserted
Timeout is fixed to 15s.
If pass, screen display "OK" for 1s and go to the next test item automatically.
 - k) **USB charger test:**
Display "testing..." during the wait of the status.
Display "Insert USB charger" if no USB charger inserted
Timeout is fixed to 15s.
If pass, screen display "OK" for 1s and go to the next test item automatically.
 - l) **SD card test:**
Display "testing..." during the wait of the status.
Display "Insert SD card" if no SD card inserted
Timeout is fixed to 15s.
If pass, screen display "OK" for 1s and go to the next test item automatically.
 - m) **Bluetooth test:**
Display "searching..." during the wait of the status.
Timeout is fixed to 20s.
If pass, screen display "OK"(include BT device info and address) for 1s and go to the next test item automatically.
 - n) **Audio connector test:**

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:15

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Display “testing...” during the wait of the status.

Display “Insert **audio connector**”, if no audio connector inserted.

Timeout is fixed to 15s.

If pass, screen display “OK” for 1s and go to the next test item automatically.

o) Headset left test:

The operator does a small acoustic test, he speaks in the headset microphone and estimates the audio quality when he ears the signal in headset left earphone. If it works all right, press Pass to continue.

p) Headset right test:

The operator does a small acoustic test, he speaks in the headset microphone and estimates the audio quality when he ears the signal in headset right earphone. If it works all right, press Pass to continue.

q) Headset test:

The operator does a small acoustic test, he speaks in the headset microphone and estimates the audio quality when he ears the signal in headset earphone. If it works all right, press Pass to continue.

r) FM play test:

The default frequency is 103.6MHz (1036)

Press "Enter" key to listen the radio.

The input frequency number should be 4 digits.

Delete the digit by pressing "LEFT" key.

The range of frequency is from 0875 to 1080.

Set next frequency by pressing "DOWN" key.

If it works all right, press Pass to continue.

s) Headset unplug test:

Display “Remove headset”, if any audio connector connected.

Timeout is fixed to 20s.

If pass, mini display “OK” for 1s and go to the next test item automatically.

t) Melody Test:

Play music with loud speaker. If it works all right, press Pass to continue.

u) Hall Test:

Screen display “Pls. Close Slide” and try to detect whether the slide is closed. Then, handset detector whether the slide is opened by operator.

If pass, go to the next test item automatically.

Total timeout is fixed to 10s for waiting.

v) Temperature test:

Screen display the handset temperature. If it is regular, press Pass to continue.

w) Test status memorization

Screen display the test status.

- Make a call.
- Receive a call.
- If the phone is considered as faulty, upgrade the software (without forgetting to save customer information first - see paragraph 2.6).

2.5 - ACCESSORY INSPECTION & REPLACING

2.5.1 - PRELIMINARY

Before any sub-assembly removal (except the antenna), the battery cover, the battery and the SIM card must be removed.

2.5.2 - PRECAUTIONS

The heart of the cell phone, containing all the digital circuit (microprocessor, ASIC, memories, display, keypad, etc) and the high-frequency transceiver circuit, is protected by the top and bottom shells.

However, certain areas sensitive to electrostatic discharges are completely or partially visible (keypad keys, SIM driver, etc) and in order to prevent any risk of damage during removal/installation of the shell, the operator's wrist should be grounded when working on the heart of the phone.

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:16

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This operation is illustrated in the following figure. The operator wears a conducting bracelet connected to an anti-static pad placed on the work surface, itself connected to the workbench metal structure, the whole being earthed.

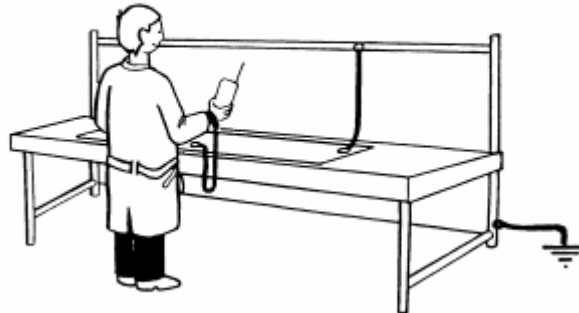


Figure 2.2 Protections against Electrostatic Discharges

2.5.3 - BATTERY TEST

2.5.3.1 - CHARGING PROCESS

Table 2.1 describes the various events related to connection of a standard charger connected to a cell phone.
Note: The charging process of B10C is same as B9C (OT-600/A)

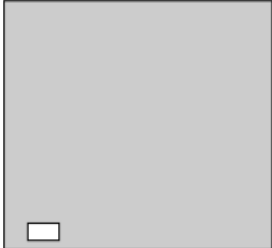
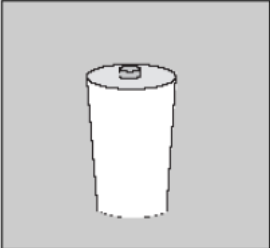
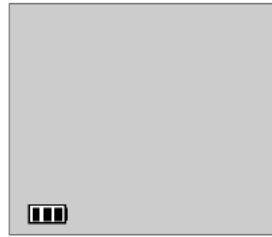
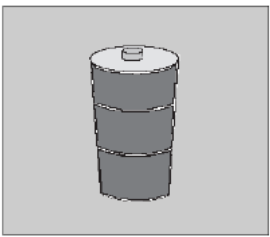
	OT-600(A)	
Cellphone status before charger connection	ON	OFF
During charging	Display lights up and following battery icon displayed:	
	 Sequential icon flashing:    	   
After charging (charger connected)	Following fixed battery icon display :	
		

Table 2.1 Battery Charge Status on the Cell Phone

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:17

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The charger or the cell phone's charge function is defective (connectors or electronics) if the display does not light or the icons do not flash.

In this case, try to charge the battery on the cell phone with another charger.

If the charge process runs correctly, replace the charger. If it does not work, try to charge with another battery. If the charge process runs correctly, replace the battery. Check the charge connector. If it is damaged, replace the cell phone.

For a normally discharged battery (with not a long time of stocking), charging time is indicated on table 2.2.

Battery \ Mode	Typical Charge time
Lithium	Less than 3 hours

Table 2.2 Battery Typical Charge Time

The off-load voltage of a normally discharged battery is greater than 2.5V. If not, charge the battery during a few minutes and test if the voltage is greater than 3.3V. If not, at least, the battery is not in good condition, replace it.

After 10 minutes charging of a normally discharged battery, the cell phone can be switched on and the battery will then behave normally, continue the charge process. If not, either the battery or the cell phone charge function is defective. Replace items until the faulty one is identified.

2.5.3.2 - CHARGING PROCESS

Nominal Voltage	3.7V
Capacity	Minimum 650mAh (From 4.20V to 2.75V cut-off at current 0.2C)
Charge Method	CC / CV (Constant Current / Constant Voltage)
Standard Charge Current	1C
Max Charge Current	1C
Max Recommend charge Voltage	4.225V
Max Discharge Current	1C (for continuous discharging mode)
Discharge Cut-off Voltage	2.75V / cell
Operating Temperature:	
Charge	0 ~ +45°C
Discharge	-20 ~ +60°C
Storage Temperature	
1 month	-20 ~ +60°C (*)
3 months	-20 ~ +45°C (*)
1 year	-20 ~ +25°C (*)
Storage Relative Humidity	65±20%
Note (*): Capacity recovery rate should be more than 80% under the shipment status.	

2.5.4 - CHARGER TEST

When the standard charger is connected to the cell phone, check correct running of the charge sequences on its display (see paragraph 2.4.1). Use the current meter to measure the current of the charger.

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:18

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Figure 2.3 Current Meter

Connect the power supply, the charger to the meter (on the side of “IN”), and connect the cables from “OUT” side to the handset, you will see how much the current is on the screen.



Figure 2.4 Connection Diagram

The measurements at the charger output should be: 450mA ~ 550mA.

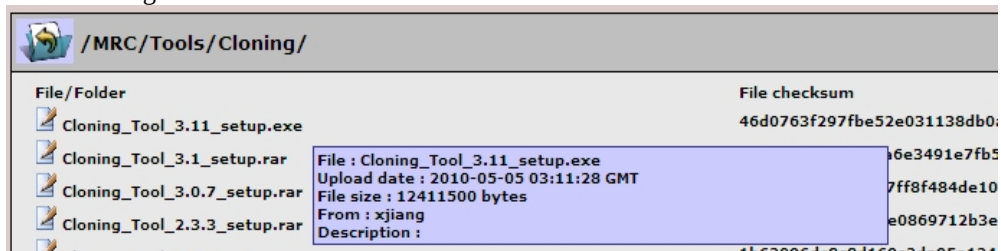
2.6 - TOOLS APPLICATION GUIDE

2.6.1 - COLONING TOOL (To be updated)

Clone tool features:

- Support users backup the data to customer's mobile phone and store the data in PC.
- Support users restore the data into a matching mobile phone from PC.

(1) Please find cloning tool on MLDC as below detail location:



(2) Install the cloning tool in your computer.

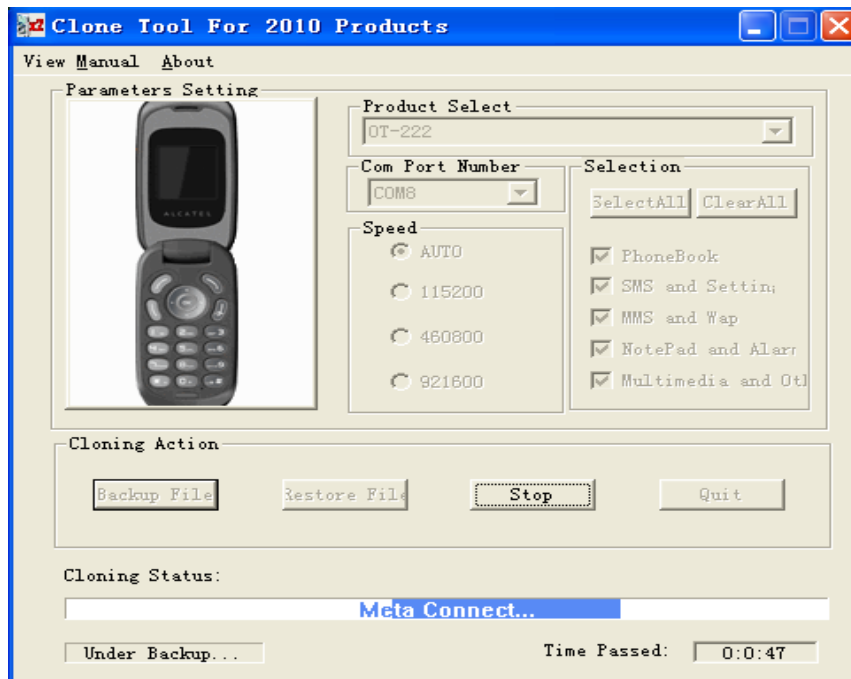
(3) Login the tool, choose the user mode (according to your actual location) and enter ID and password.

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:19

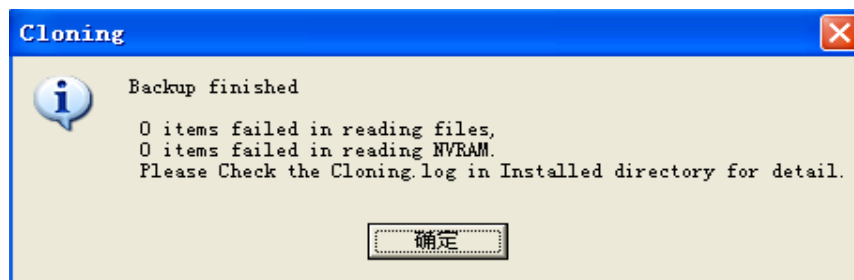
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- (4) **First**, do connect to mobile phone before backup your mobile phone data. Connect the USB cable to a USB port on the PC. **And** make sure charge your battery fully. **Then** check which part you want to backup, Click "Backup file" and select a path to store the backup data, **and then** power on the handset.



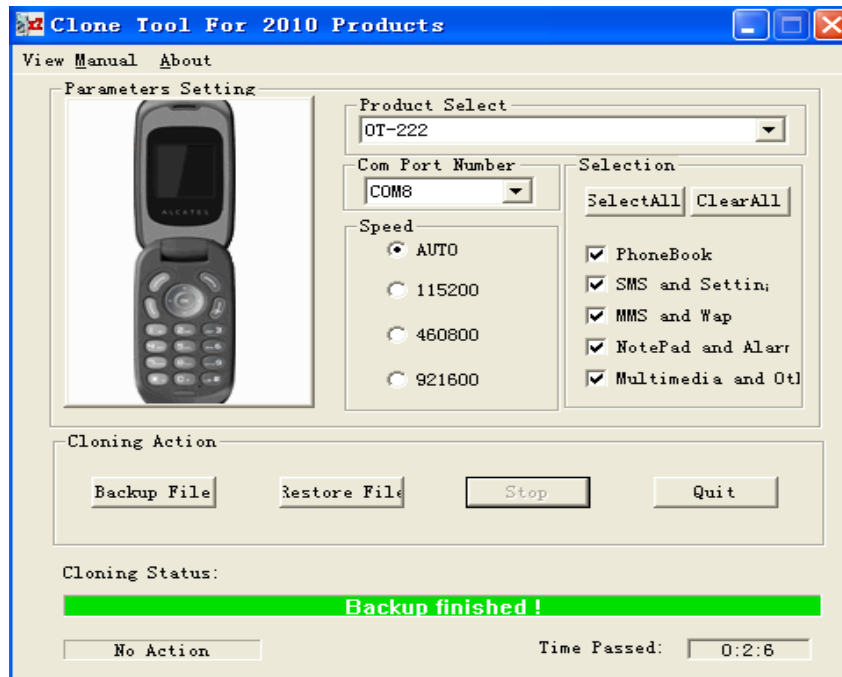
After connect Meta, it will takes about 1-5 minutes to complete the process:



That means backup is successful if the below window occurs:

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:20

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2.6.2 - Software Upgrade Tool

In level 1 repair center, we can do software downloading for the handset which needs software updated. This downloading tool is called SW upgrade tool.

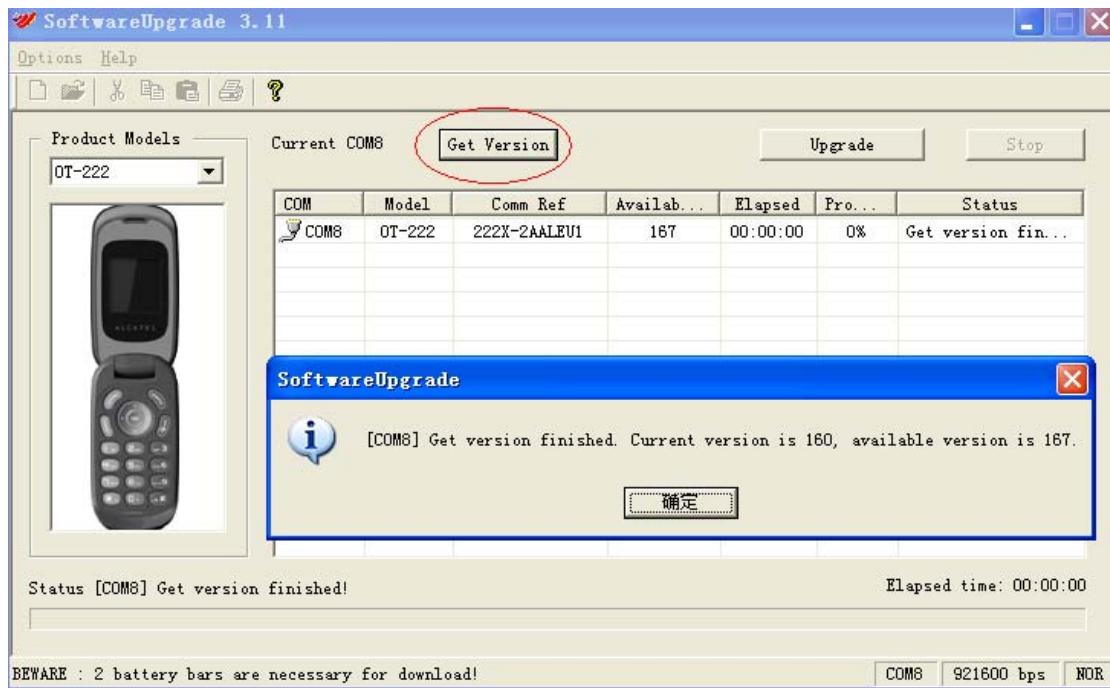
- (1) When doing SW upgrade, you need:
 - A handset with full battery.
 - PC with common windows system.
 - A downloading cable.
- (2) Software Upgrade login window looks like following picture, the server is chosen according your actual used location, user name and Password input boxes are used for authentication.



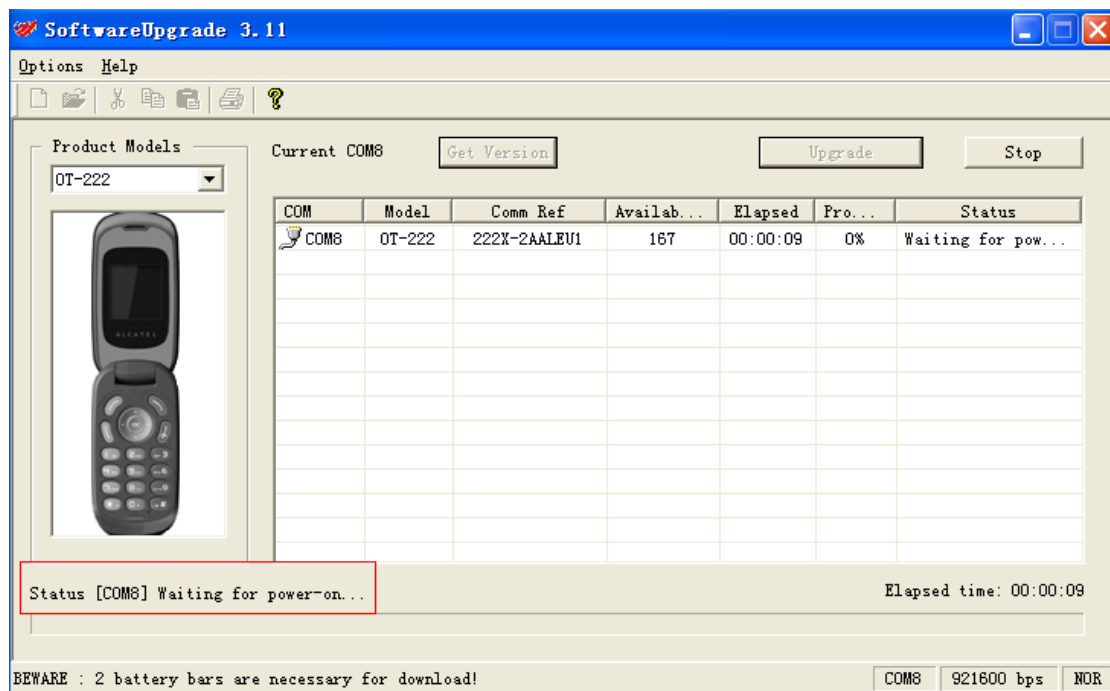
- (3) We will take Alcatel OT-222 for example, select Com port which created by your installed cable, and select the product models then click upgrade button and then push power-on key. You can check what the current SW version is what the latest version on the server is immediately by clicking "Get version" button:

ED	1.0	B10C/OT-565(A) SERVICE MANUAL	
TCT mobile phones			Page:21

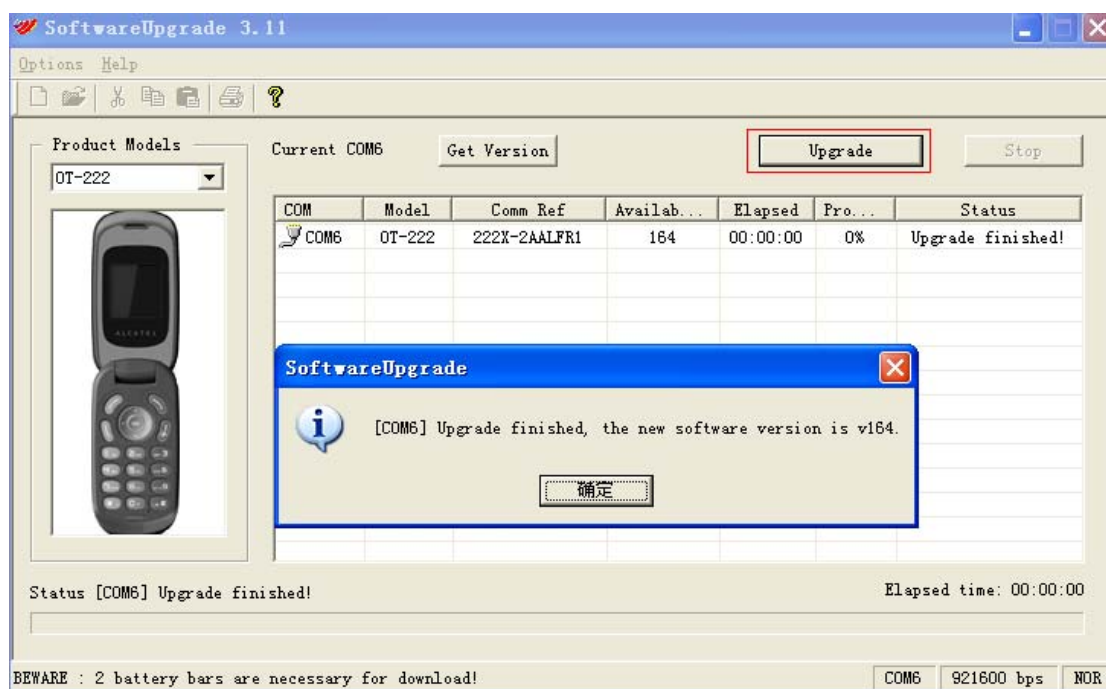
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- (4) Press the “Upgrade” button and you can find the status turn to “waiting for power on” as below, and then press power on until you can see the progressing bar start to move on.



- (5) You will see the below window when finish downloading SW, press OK and upgrade done.



End of the document!